

Wireless Lifeline Service Provider Leverages Solix's Mobile Eligibility Platform for Lifeline Program Efficiency

Client Overview

A national wireless telecommunications company serving more than 4.8 million customers, and provider of Federal Lifeline services required a partner with significant experience in Lifeline eligibility and program administration to design an eligibility platform that's fast, accurate, portable and easy to use

Program Objectives

- ✂ Develop a more efficient alternative to paper applications.
- ✂ Significantly reduce resources needed for back office eligibility review.
- ✂ Shorten existing 1-2 week turn-around time for processing customer applications.
- ✂ Ensure accurate eligibility to comply with FCC Lifeline regulations, avoid costly fines, and potential negative publicity.

Challenges

- ✂ Internal resources and technical capabilities to design and implement real-time eligibility screening for new and existing subscribers.
- ✂ Implementing controls to prevent waste, fraud or abuse without slowing down eligibility approvals.
- ✂ How to improve the in-store customer experience and streamline the process at the same time.

Solix Solution

- ✂ Designed a mobile, user-friendly platform for tablets that maps applicant information with an algorithm to determine eligibility within seconds.
- ✂ Installed security controls on the platform to instantly validate a subscriber's address to prevent inaccurate or duplicate applications.
- ✂ Provided timely, detailed reporting to regional offices that captures metrics for all retail stores.

Results

- ✂ Overall average time to complete a successful application was reduced to less than four minutes.
- ✂ 75% of all approvals were completed in five minutes vs. 1-2 weeks.
- ✂ Better productivity and cost savings from mobile agent resources.